



BEFORE
YOU
BUY...

CALDON
CC

-2004

Credit is a sacred trust
Pay all bills promptly...

RETAIL MERCHANTS ASSOCIATION





Borrowing money and buying on credit are common consumer practices. Because of the growing complexity of terms, charges and conditions of contracts, it is necessary to provide clear and basic information. In Ontario, The Consumer Protection Act has been established to help you.

BUYING ON CREDIT

If you buy a product or service worth more than \$50, you are entitled by law to a clear, written statement that shows:

1. The name and address of the seller;
2. A full description and itemized price of the goods or services plus a detailed statement of the terms of payment;
3. The actual cash price of the goods or services purchased;
4. The amount of any insurance charges or official fees to be paid under Federal or Provincial law;
5. The amount of any down payment or trade-in;
6. The amount of all finance charges on the net of the balance to be paid, shown in dollars and cents and as an annual percentage rate;
7. The basis by which additional charges can be made if you fall behind in payments;
8. A statement of any warranty or guarantee. If there is no guarantee, the contract must say so;
9. You and the seller must have original signed copies of any contract (no carbon signatures);
10. If you make a deposit or give a trade-in without a signed contract and do not receive the goods or services, the seller — at your request — must return your deposit or trade-in.

If the full price of the goods or services is less than \$50, you can still ask for a contract, listing these points.

REPOSSESSIONS

If two-thirds or more of the purchase price **including carrying charges** have been paid, the goods cannot be repossessed or resold without permission of a County or District Court Judge.

DOOR-TO-DOOR (ITINERANT) SALES

Special safeguards exist for you when dealing with door-to-door (itinerant) salesmen — those who sell goods or services away from their permanent place of business.

SPECIAL “COOLING-OFF” PERIOD

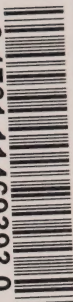
Sales by door-to-door (itinerant) salesmen are subject to a unique “cooling-off” period of two clear working days. This period comes into effect when you, the buyer, receive a copy of the sales contract.

The “working days” include Saturday, but not Sunday or statutory holidays. During this period you can cancel the contract. It must be done in writing, and delivered personally, or by registered mail post-marked within the two-day period.

WHERE TO GO WITH YOUR PROBLEMS

The Consumer Protection Bureau of Ontario exists to help you. Contact: The Registrar, Consumer Protection Bureau, 555 Yonge Street, Toronto, if you are having problems in these areas. Send all the facts and enclose any contracts, receipts or guarantees as well as any advertising material that influenced your decision.

3 1761 11469393 0



For more information contact:

The Consumer Protection Bureau
Ontario Department of Financial and Commercial Affairs
555 Yonge Street
Toronto 5, Ontario

Ontario Department of Financial and Commercial Affairs



Hon. Bert Lawrence, Q.C., Minister

F. J. Pillgrem, Deputy Minister
